



Change History Log:

November 2nd, 2000
Department Of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

In Response Reply to: 01EDU0078S

Subject: Contract # ED-99-DO-0002
Task Order # 34 SFA Intranet Applications Operations (BPM)
Deliverable 34.1.3 Intranet Applications Operations Processes

Dear Ms. Seifert:

Enclosed is the Intranet Applications Operations Processes that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

| <i>Deliverable 34.1.3 Intranet Applications Operations Processes</i> | | | | | |
|---|-------------|---------------------|------------------|------------------------|--|
| Suggested Changes/Comments | Page | Author | Date | Change Made Y/N | Comment |
| Replace all references to Applications Operations with Applications Management to avoid confusion. | All | Carole Kuriatnikova | October 6, 2000 | Y | This was done throughout all task order deliverables. |
| Modify 3.3 Manage Operations Issues introduction to remove ambiguity related to "system operations" and "internal AM group operations". | All | Carole Kuriatnikova | October 6, 2000 | Y | |
| Modify 2.1 Generate Reports to include Webtrends and other ad hoc reporting needs. | All | Carole Kuriatnikova | October 6, 2000 | Y | |
| There should be an internal review of combined deliverables that are associated/integrated with each other. There are too many inconsistencies across the deliverables. | All | Cheryl Queen | October 26, 2000 | Y | An internal QA review of all documents was performed. |
| It is not clear what the deliverable numbers are for each deliverable. | All | Cheryl Queen | October 26, 2000 | Y | All deliverables were titled with the name exactly as it appears on the task order and headers were inserted that reflect the deliverable and title. |

| <i>Deliverable 34.1.3 Intranet Applications Operations Processes</i> | | | | | |
|--|-------------|---------------|------------------|------------------------|---|
| Suggested Changes/Comments | Page | Author | Date | Change Made Y/N | Comment |
| Define the term 'user' in these deliverables. | 2 | Cheryl Queen | October 26, 2000 | Y | The term "user" was defined and used consistently throughout all deliverables. |
| The process for identifying a request over 80 hours is not defined. | N/A | Cheryl Queen | October 26, 2000 | N | Text was added to clarify process in 34.1.1. |
| There is no quality control identified for any of the processes. | All | Cheryl Queen | October 26, 2000 | N | Discussed w. Cheryl 10/30. Explained the 1.1.8 Close Request Process with its many checks and balances. |
| I think the Process Architecture section is all that is necessary for the CIO deliverable. The workflow sections 1.1 through 3.3 are for you own internal use. I suggest that you delete these sections from the deliverable because they can cause controversy that is not really SFAs concern. I could very well nitpick many of the subprocesses. | All | Cheryl Queen | October 26, 2000 | Y | Sections 1.1 – 3.3 were removed |
| Why do you need the shaded box? Why not just define what you plan to do otherwise you need to explain the difference between the transition team and the development team. | 3 | Cheryl Queen | October 26, 2000 | Y | Figure modified per discussion with Cheryl Queen on 10/30. |